



Complaints Policy

Complaints Policy and Procedure

Our aim:

As a company we are committed to providing a quality service to its clients and working in an open and accountable way that builds trust and respect from all our clients. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, and in particular by responding positively to complaints.

Therefore we aim to ensure that:

making a complaint is as easy as possible;

we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;

We deal with it promptly, politely and, when appropriate, confidentially;

We respond in the right way - for example, with an explanation, or an apology where we have got things wrong and with information on any action taken etc;

We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly.. This is achieved by direct communication of concerns and hopefully a quick resolution.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

As part of The Association of Professional Landscapers (APL) we adhere fully to their complaints procedure which can be obtained by emailing apl@hta.org.uk

Signed

Date